

Customer Service Metrics (Attachment N)

Metric	Performance Target	CFID No.	Date Filed	Target Met - Yes/No	Comments
Call Answering	80% of calls answered within 20 seconds	5019	9/19/2014	Yes	August 2014 = 88.1% for 12 months ending 8/31/2014
Call Volume	Not to exceed the prior month by 25% or more	5019	9/19/2014	No	July 2014 = 43% increase in call volume from 11,222 in July to 16,036 in August.
Bill Accuracy	No less than 99%	5068	9/18/2014		
Estimated Bill %	Must not exceed 1.3%	5068	9/18/2014		
% Bills with Exceptions	Must not exceed 0.80%	5068	9/18/2014		

Reports due to the Commission (Attachment N)

Metric	Performance Target	CFID No.	Date Filed	Target Met - Yes/No	Comments
Reports due to the Public Utilities Commission	Filed in accordance with Commission rules:				
(Normally filed or required through the Settlement Agreement)	Monthly EAP reconciliation report	5052	9/15/2014	Yes	
	Annual EAP budget filing	5053	8/1/2014	Yes	
	Monthly call answering report	5019	9/19/2014	Yes	
	Metrics performance report	7012	9/30/2014	Yes	
	Annual report detailing customer service levels	2465	N/A	N/A	Annual report, next due March 1, 2015
	Monthly disconnection and accounts receivable report	5054	9/30/2014	N/A	
	Annual pre-winter disconnection report	5055	N/A	N/A	
	GSE Accident reports	5056	N/A	N/A	Ad hoc, event driven. No accidents to report by

Operations (Attachment O)

Electric Large Scale Outage Performance

Metric	Performance Target	CFID No.	Date Filed	Target Met - Yes/No	Comments
Emergency Crew Procurement	Line Crews	N/A	N/A	N/A	In compliance
Emergency Restoration Information	Data Availability	N/A	N/A	N/A	In compliance

Customer Service Metrics (Attachment N)

Metric	Performance Target	CFID No.	Date Filed	Target Met - Yes/No	Comments
Call Answering	80% of calls answered within 30 seconds	5020	9/19/2014	Yes	August 2014 = 80.4% for 12 months ending 8/31/2014
Call Volume	Not to exceed the prior month by 20% or more	5020	9/19/2014	No	August 2014 = 25.6% increase in call volume from 25,242 in July to 31,714 in August.
Bill Accuracy	No less than 98%	5069	9/18/2014	N/A	
Estimated Bill %	Must not exceed 5.0%	5069	9/18/2014	N/A	
% Bills with Exceptions	Must not exceed 3.8%	5069	9/18/2014	N/A	

Reports due to the Commission (Attachment N)

Metric	Performance Target	CFID No.	Date Filed	Target Met - Yes/No	Comments
Reports due to the Public Utilities Commission	Filed in accordance with Commission rules:				
(Normally filed or required through the Settlement Agreement)	Monthly call answering rpt	5020	9/19/2014	Yes	
	Metrics performance report	7012	9/30/2014	Yes	
	Annual report detailing customer service levels	2465		N/A	Annual filing, next due date is March 1, 2015
	Monthly disconnection and accounts receivable report	5057	9/30/2014	N/A	Data not yet available
	Annual pre-winter disconnection report	5058	12/10/2013	N/A	
	EN monthly cost of gas trigger report	5059	9/24/2014	Yes	
	EN peak cost of gas filing- September 1	5060	9/2/2014	N/A	Report is due annually by Sept. 1
	EN off peak cost of gas filing – March 15	5061	5/17/2014	N/A	Report is due annually by March 15

Operations (Attachment O)

Gas Safety Performance

Metric	Performance Target	CFID No.	Date Filed	Target Met - Yes/No	Comments
Excavation Damages	No more than 15 (NOPVs)	N/A	N/A	Yes	15 excavation damages
Security Breach	0	N/A	N/A	Yes	No security breaches to report
Large Scale or System Wide Outage	0	N/A	N/A	N/A	No large scale outages to report
LNG Spills or Product Release	0	N/A	N/A	N/A	No LNG spills or product releases to report
Fully Qualified Operators at LNG	1 per plant	N/A	N/A	Yes	In compliance
Accidental Over-Pressurization	0	N/A	N/A	N/A	2 accidental over-pressurizations to report
Reportable Accidents	0	N/A	N/A	N/A	No reportable accidents